

# Customer Service Report for HSB

For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
<b>Application Support</b>											
COTS-MSWord-Troubleshoot	1	0	0	0	0	0	0	0	1	0	13
Database Development	0	0	0	1	0	1	0	0	0	0	0
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	10
Spec App/SERCH/Server Error	1	0	0	0	0	0	0	0	1	0	8
<b>ASR</b>											
Oracle	0	0	0	35	0	0	0	0	35	0	0
Other	0	0	0	56	0	0	0	0	56	0	0
SQL	0	0	0	7	0	0	0	0	7	0	0
Unix	0	0	0	164	0	3	0	0	161	0	0
Windows	0	0	0	22	0	0	0	0	22	0	0
<b>Back Office Support</b>											
Backup/Restore	1	0	0	1	0	0	0	0	2	0	16
Permissions/Shares	3	0	0	0	0	0	0	0	3	0	37
Troubleshoot	1	0	0	0	0	0	0	0	1	0	10
Web Hosting	2	0	0	0	0	0	0	0	2	0	17
<b>CIT Categories</b>											
General Info	2	0	0	0	0	0	0	0	2	0	12
Web Site Issue	3	0	0	0	0	0	0	0	3	0	6
<b>Connectivity</b>											
Data lines	0	5	0	0	0	0	0	0	0	5	0
Proxy Server	1	0	0	0	0	0	0	0	1	0	16
TCP/IP	0	4	0	0	0	0	0	0	1	3	0
VPN	1	0	0	0	0	0	0	0	1	0	13

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	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
<b>Email</b>											
MS Outlook	1	0	0	0	0	0	0	0	1	0	18
<b>General Information</b>											
Inquiry	1	0	0	0	0	0	0	0	1	0	7
<b>Hardware</b>											
Servers/Request	0	1	0	0	0	0	0	0	1	0	0
<b>Local LAN</b>											
LocalLAN/Connectivity	0	0	0	1	0	0	0	0	1	0	0
<b>NIH Services</b>											
Other	0	0	0	1	0	0	0	0	1	0	0
<b>NIHnet</b>											
Network Sec-Firewall	1	0	0	0	0	0	0	0	1	0	36
Server Support-Other	1	0	0	0	0	0	0	0	1	0	7
<b>Web Site Issue (non-CIT)</b>											
Broken Link	1	0	0	0	0	0	0	0	1	0	14
Development	1	0	0	0	0	0	0	0	1	0	5
Inaccessible	0	0	0	1	0	0	0	0	1	0	16
Other	0	1	0	0	0	0	0	0	1	0	0
<b>Grand Total:</b>	<b>23</b>	<b>11</b>	<b>0</b>	<b>289</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>311</b>	<b>8</b>	<b>1</b>

Total Tickets Closed: 319

Total Tickets Assigned/Pending/Checked Out: 4

Total Tickets Created: 323